

**Addendum #1**  
**Vendors Questions and Answers**  
**Bid #10ITZ0106**

1. Q. Regarding: The vendor must confirm that they offer COTS, Hosted and Managed options with a consistent software platform. This is a pass/fail requirement. Could you please provide insight to this pass/fail requirement?  
A. Any provider that does not offer COTS, Hosted and Managed options will not pass our review.
2. Q. 2.5.5 Order Process. In the chart, item (15) reads Order Encumbered. Once the order is encumbered and is recorded in Core-CT, it is expected that the data would also be available in the Telecommunications Management System?  
A. No.
3. Q. Is the State able to provide a data dump from the legacy system in a file-based Format?  
A. Yes.
4. Q. 2.5.6 Inventory Process: The RFP states: "NM8 The system must be able to identify spare capacity on existing systems, facilitating re-use of components across agencies. Explain this function in detail." Can you be more specific about spare capacity? Is this, for example, volume of unused minutes on a contract or a little used piece of equipment?  
A. This pertains to inventory information, such as when excess capacity might exist within a PBX, enabling the State to redeploy excess components to other systems.
5. Q. Is it a requirement of this proposal that if a portion is subcontracted, that the subcontracted portion be directed to a Minority or Small Business Enterprise?  
A. No.
6. Q. Can the State confirm the following information (a – i below) from the RFI is still valid and/or update the information? **Yes.**
  - a. States Total Yearly expenditure for IT related services (local voice, long distance voice, conferencing, data, wireless services, and calling cards, etc.) is \$23,000,000.
  - b. Breakdown of Telecomm Spend, Wireline, Wireless, Data, Voice? The current system does not let us delineate the cost of data vs voice, however the wireless costs are 2.5 million per year. We can estimate 2/3 is for voice and 1/3 is for data.
  - c. The State has 50,000 lines/extensions of which 4,000 are Centrex
  - d. The State has 9,000 wireless lines.

- e. The State receives five primary carrier electronic invoices per month (AT&T, AT&T Mobility, Verizon Wireless, Verizon Business, Sprint/Nextel) one carrier provides paper invoices.
- f. Please confirm the approximate total number of non-electronic feed invoices the State receives. The RFI Q&A states:

Q. Please provide the approximate number of non-electronic network vendor invoices that are processed each month.

A. Approximately 65 individual non-electronic network vendor invoices processed each month.

Q. How many additional (aside from direct feeds) vendor invoices are you receiving?

A. Approximately 215 monthly

- g. Current Carriers/Vendors for the State are; AT&T, AT&T Mobility, Verizon Wireless, Verizon Business, Sprint/Nextel, Altura Comm Solutions, Comnet Communications LLC, The Mercury Group LLC, Sonitrol Communications Corp., Valley Communications Systems, and Business Electronics Inc.
- h. Total number of inventory items to be managed is approximately \$3Million (desk phones, wireless devices, PBX components, voice and data circuits, and calling cards)
- i. Number of Users = 600, Of the 600 users, perhaps 15% will be concurrent ones, the remainder will be casual users.

A. Yes.

7. Q. IM2 – Data must be validated against...call accounting data. Please explain the desired validation/relationship between invoice data and call accounting data.

A. The State would like to validate this as completely as possible, understanding that there may be limitations. The State is interested in understanding the capabilities of the system bid.

8. Q. IM11 – Untimely bill receipts - Please explain how the State prefers to handle these scenarios.

A. The State prefers that untimely bills do not delay processing of other bills. Untimely bills could be made part of a supplemental bill/reports to agencies.

9. Q. OM18 – Serial/Part numbers and billable / non billable repairs. Please provide an example for clarification purposes.

A. The system would delineate inventory items that are under warranty to ensure that no-cost repairs are not billed/paid.

10. Q. SP-26 Refers to a Commodity Specification form. We were unable to locate this form in the RFP, can you please send the form or indicate where we can download the form?
- A. Commodity Specification form is not applicable in this bid.
11. Q. Please clarify "managed" option. Is that a full business process outsourcing of TBMS?
- A. Not necessarily, there could be a-la-carte options for certain functions. It is the States intention to have flexibility in use of products and services available throughout the term of the contract, depending on availability of staff and workload.
12. Q. Please clarify the functions being performed by 600 concurrent users. Are all users performing all functions (invoice, dispute, payment approval, ordering,...) or are many users just the recipient of reports?
- A. All users are not performing all functions. Some users perform functions within a central telecommunications organization (order issuance to vendors, dispute management, contract administration, payment approval) but the majority of users are in the agencies (submitting orders to the central telecommunications organization and reviewing reports). Currently, the 600 users do not necessarily access the system simultaneously, however there are that many users authorized to use the system.
13. Q. Can we get a copy of the Connecticut Enterprise Technology Architecture diagram?
- A. This is not needed in a Bid
14. Q. Who are the telecom carriers that the State uses for voice and data services?
- A. AT&T, AT&T Mobility, Verizon Wireless, Verizon Business, and Sprint/Nextel.
15. Q. How many vendor invoices does the State receive every month?
- A. Approximately 280
16. Q. How many invoices are electronic versus paper?
- A. Approximately 5 electronic and 280 paper.
17. Q. When was the last time the State had a telecom audit?

- A. The State has never contracted with a firm to perform a telecommunications cost recovery audit, but state auditors perform general audits of agencies on a biennial basis.
18. Q. Requirement RM11: "The system must provide statewide reports assuring compliance with contracted installation intervals for monthly review with service providers. Explain." We would like clarification on exactly what is meant by the term "intervals" in this context. Would that be referring to installation cycle time, i.e., the time from order confirmation to completion?
- A. Yes. Intervals are timeframes that are contractual requirements for the State's telecommunications contractors, such as a specific number of business days to install a certain product or service.
19. Q. For the purpose of clarity and assurance that we have mutual definition, please define COTS, Hosted and Managed options.
- A. "COTS" is Commercial off the Shelf software run on the state's computers and supported by state staff. "Hosted" is a service provided by the vendor running the software on non-state computers and supported by the vendor's staff (possibly including loading of telecommunications invoices). "Managed" is a service that is configured as a hosted offering, but with additional telecommunications management functions performed by the vendor (such as identification of cost savings and dispute management).
20. Q. Please provide the number of wireless devices owned by the state.
- A. Approximately 9,000.
21. Q. AM 11 Confirm that the system has the ability to provide data related to freedom of information requests. Explain. Please define "data related to freedom of information requests".
- A. Any data requested that would be provided as part of a freedom of information request.
22. Q. Without a signed NDA prior to the submittal, how do we ensure confidentiality of the information we will provide?
- A. When a freedom of information is requested companies are contacted prior to providing any confidential information that was indicated in the bid.
23. Q. Do contract exceptions by the vendor need to be submitted in the response?  
Page 47 STANDARD BID/CONTRACT TERMS AND CONDITIONS (SP-7A)
- A. This is an Invitation to Bid and all Terms and Conditions within the bid are not negotiable.

24. Q. It is my understanding that these forms only need to be completed if applicable to the bidder. Is this correct? Page 62 VENDOR CERTIFICATIONS 1) OPM Ethics Form 1 – Gift and Campaign Contribution Certification.  
2) OPM Ethics Form 5 – Consulting Agreement Affidavit.  
3) OPM Ethics Form 6 – Affirmation of Receipt of State Ethics Laws Summary  
4) Plain Language Summary of State Ethics Laws for Current and Potential State Contractors.  
5) SEEC FORM 11 - Notice To Executive Branch State Contractors And Prospective State Contractors Of Campaign Contribution And Solicitation Ban.  
6) Nondiscrimination Certification Requirement  
7) Nondiscrimination Certification Forms A – E (See Explanation below)
- A. No. Forms must be filled out.
25. Q. Does the State plan on hiring a systems integrator to be responsible for vendor implementation and other duties?
- A. No. Implementation must be included as part of the bid.
26. Q. How does the State foresee user training being administered to 600 users (i.e. train-the-trainer, web-training, in-person, consolidation of users in 3-5 key locations, etc.)?
- A. The State is interested in any available training options for initial and ongoing training.
27. Q. Of the 600 concurrent users are they active or reporting users?
- A. All users are not performing all functions. Some users perform functions within a central telecommunications organization (order issuance to vendors, dispute management, contract administration, payment approval) but the majority of users are in the agencies (submitting orders to the central telecommunications organization and reviewing reports). Currently, the 600 users do not necessarily access the system simultaneously; however there are that many users authorized to use the system.
28. Q. When would DOIT like to begin project implementation and what date would you like to go-live with the new system?
- A. As soon as possible.
29. Q. SP 34 Instructions state to submit last two pages but there is data required for the page before those. Do we submit only pages 4 & 5, and ignore the questions on page 3?
- A. Yes

30. Q. Please confirm that we only returned SP26, SP 16, SP14, and SP34 as items that require pages signed and returned?
- A. Yes
31. Q. Do we return the originals and only one copy of these forms or do they require 4 copies to match the number of copies required for the RFP response? Will the State of Connecticut need one instance of our application (with roll-up and total visibility across all business entities) or will the state need multiple instances of our application – where financial information is housed in separate applications and cannot be viewed in totality?
- A. Four copies
32. Q. How many A/P and GL systems are there other than Core-CT that are utilized across the 60-100 individual entities?
- A. None.
33. Q. Are there other HR systems other than PeopleSoft utilized by any of the entities?
- A. No.